



# Hawaii Traveler Tips

# Aloha!

This guide serves to assist travelers with disabilities and health conditions by providing information about the accessibility of Hawaii's airports and transportation systems. Also included is a list of medical supply companies and support services. Please make direct contact with any of the businesses or services in this guide to obtain additional information. This guide is also available on our web site at <http://health.hawaii.gov/dcab/>. Information contained in this guide does not serve as an endorsement for these or other businesses or services, and is intended only as a resource.



## Lihue Airport

The State of Hawaii Department of Transportation provides an Access Guide for passengers with disabilities on services (such as animal quarantine, ground transportation, motorized wheelchairs, porter services, accessible restrooms, TTYs) at the Lihue Airport. Visual Display Units are located throughout Lihue Airport displaying gate departure times and other flight information. Obtain this Access Guide for Lihue Airport at <http://hidot.hawaii.gov/>. For more information, contact the Visitor Information Program at the Lihue Airport at (808) 274-3800 (V).



## Air Travelers With Disabilities

The U.S. Department of Transportation (DOT) offers the following assistance and information for travelers with disabilities.

- Individuals who experience disability related air travel problems or would like general information or have questions on the rights of travelers with disabilities can call the DOT hotline at (800) 778-4838 (V) and (800) 455-9880 (TTY).

- Information about the Air Carrier Access Act which prohibits discrimination on the basis of disability in air travel and filing a complaint can be found at: <http://www.dot.gov/airconsumer/complaints-alleging-discriminatory-treatment-against-disabled-travelers>.

The U.S. Transportation Security Administration, which is responsible for passenger airport security screenings, can provide information for travelers with disabilities and medical conditions in preparing for airport screenings at "Travelers with Disabilities and Medical Conditions" at (855) 787-2227 or at <http://www.tsa.gov/traveler-information/travelers-disabilities-and-medical-conditions>.



## Adapted Vehicle Rentals

With advance notice, car rental companies will install hand controls, provide accessible transportation from the airport or airport car rental booth to the vehicle pickup point, or deliver the vehicle to the airport terminal.

## Hawaii Traveler Tips

<b>Alamo Rent-A-Car</b>	<b>(800) 327-9633</b> (Toll free)
<b>Avis Rent-A-Car</b>	<b>(800) 321-3712</b> (Toll free)
<b>Budget Rent-A-Car</b>	<b>(800) 527-7000</b> (Toll free)
<b>Dollar Rent-A-Car</b>	<b>(866) 434-2226</b> (Toll free)
<b>Hertz Rent-A-Car</b>	<b>(800) 654-3011</b> (Toll free)
<b>National Rent-A-Car</b>	<b>(800) 227-7368</b> (Toll free)



### Accessible Van Rentals

The following businesses rent wheelchair accessible vans. Call in advance to make reservations, arrange for pickup of the van, and if needed have hand controls installed in the van.

#### **Wheelchair Getaways of Hawaii**

**(800) 638-1912** (Toll free)

Web site: [www.wheelchairgetaways.com](http://www.wheelchairgetaways.com)

#### **Wheeler's Van Rentals of Hawaii LLC**

**(877) 735-6365** (Toll free)

Web site: [www.wheelersvanrentals.com/](http://www.wheelersvanrentals.com/)



### Transportation

The County of Kauai operates a public fixed-route and paratransit bus service. All buses are wheelchair accessible. Contact the County of Kauai, Transportation Agency for information on bus routes, schedules, and hours of operation, and paratransit service at **(808) 241-6410**.

#### **County of Kauai Transportation Agency**

3220 Ho'olako Street

Lihue, HI 96766

**(808) 241-4460**

(808) 241-6417 (Fax)

Email: [TheKauaiBus@kauai.gov](mailto:TheKauaiBus@kauai.gov)

Web site: <http://www.kauai.gov/>

**Transportation**



### Accessible Parking

The State of Hawaii recognizes valid person with a disability parking placards issued by other states and countries for parking in designated, accessible parking spaces. Parking placards must hang from the vehicle's rearview mirror when the vehicle is parked in a designated space.



### Access to Beaches and Trails

All terrain wheelchairs are available at selected beaches on Kauai. Contact the County of Kauai, Department of Parks and Recreation for further information at **(808) 241-4460**.

For information on trails throughout the state, you may contact the Department of Land and Natural Resources, Na Ala Hele Trails and Access Program on Oahu **(808) 973-9782** or visit [www.hawaiitrails.org](http://www.hawaiitrails.org).



### Medical Equipment

The following medical supply and health care companies sell and rent medical equipment and supportive aids. This listing is not an endorsement for any particular company, business or product. You can also refer to the phone directory yellow pages under Medical Equipment and Supplies for more listings. Contact the medical

supply and health care companies in advance to ensure your equipment needs are ready when you arrive in Hawaii.

### **Apria Healthcare**

Apria Healthcare on Oahu also services Kauai.

98-720 Kuahao Place

Pearl City, HI 96782

**(808) 485-0178**

**(800) 232-2549** (Toll free from Kauai to

Apria Healthcare on Oahu)

(808) 485-0169 (Fax)

Web site: **www.apria.com**

### **Gammie HomeCare**

3206 Akahi Street

Lihue, HI 96766

**(808) 632-2333**

(808) 632-2422 (Fax)

Web site: **www.gammie.com**

### **Hawaii Home Infusion**

4490-B Kolopa Street

Lihue, HI 96766

**(888) 779-8477** (Toll free)

**(808) 245-3787**

(808) 245-1700 (Fax)



## **Support Services**

The following businesses provide in-home services that may include nurses, nurse's aides, and home assistance for persons with disabilities or have other health conditions. Fees are charged for all services. Contact the business in advance for information. The Centers for Independent Living may also be a resource for other support services.

### **Hawaii Centers for Independent Living - Kauai**

4340 Nawiliwili Road, Suite A

Lihue, HI 96766

**(808) 245-4034** (V/TTY)

(808) 245-7218 (Fax)

VP: (808) 792-2695

Web site: **www.cil-hawaii.org**

### **Bayada Home Health Care**

4028 Rice Street

Lihue, HI 96766

**(808) 245-5841**

(808) 245-5103 (Fax)

Web site: **www.bayada.com**



## **Communication Access Services**

Telecommunications Relay Service (TRS) is available statewide by calling **711**.

### **Sign Language Interpreters**

### **Hawaii Interpreting Services**

**(808) 394-7706**

Email: [Info@interpretinghawaii.com](mailto:Info@interpretinghawaii.com)

Web site: **www.interpretinghawaii.com**



## **Service Animals**

Contact the Hawaii Department of Agriculture for information on requirements for allowing guide dogs and service animals to enter Hawaii without quarantine.

### **Hawaii Department of Agriculture**

### **Animal Quarantine Station**

99-951 Halawa Valley Street

Aiea, HI 96701-5602

**(808) 483-7151**

(808) 483-7161 (Fax)

Email: [rabiesfree@hawaii.gov](mailto:rabiesfree@hawaii.gov)

Web site: **http://hdoa.hawaii.gov/**

Web site: **http://hdoa.hawaii.gov/** and link: "Quarantine for Dogs & Cats" and "Guide and Service Dogs". Web site for information

on service animals: <http://hdoa.hawaii.gov/ai/> from “Quarantine for Dogs & Cats” and “Guide and Service Dogs”.



### **Visitor Aloha Society of Hawaii**

The Visitor Aloha Society of Hawaii assists visitors who are victims of crime, accident, death in the family, or other adversities while visiting Hawaii.

#### **Visitor Aloha Society of Kauai**

**(808) 482-0111**

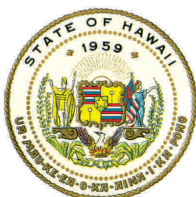
Web site: [www.visitoralohasociety.org](http://www.visitoralohasociety.org)

This guide was prepared by State of Hawaii, Department of Health  
**Disability and Communication Access Board**

919 Ala Moana Boulevard, Room 101 • Honolulu, HI 96814  
(808) 586-8121 (V/TTY) • (808) 586-8129 (Fax)

Web site: <http://health.hawaii.gov/dcab/> • Email: [dcab@doh.hawaii.gov](mailto:dcab@doh.hawaii.gov)

We provide access to our activities without regard to race, color, national origin (including language), age, sex, religion, or disability. If you have a concern, write or call the Disability and Communication Access Board or the Department of Health Affirmative Action Officer at P.O. Box 3378, Honolulu, HI 96801-3378, or call (808) 586-4614 (V/TTY) within 180 days of a problem.



STATE OF HAWAII

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